**Further Information about Prospect Court, Sutton, Surrey**

**Independence Homes LTD**

**Focus of Facility:**

* Prospect Court is set in the heart of the community and takes a person centred approach to support all service users. The systems, procedures and paper work in place is all person centred and the core aim of the service and company is to enable individuals to lead independent and outstanding lives. Prospect Court consists of tenanted 2 bedroom flat shares for up to 22 people and 2 town houses for up to 6 people.

**Ethos:**

* To deliver quality, person centred 24 hour waking care and support to individuals who have complex needs and to enable them to live outstanding lives.

**Costs (per week):**

* Cost is provided after an assessment of needs is carried out and is dependent on individual need.

**Clientele:**

* Prospect Court provides care and support for individuals aged 18 years and over with needs such as Brain Injury, Epilepsy, mental health difficulties, challenging behaviours and physical disabilities.

**Location:**

* Prospect Court is located in Sutton, Surrey. The service has excellent transport links and is near to the main high street.

**Family Accommodation:**

* Family members are able to stay in their relative's flat or at a nearby bed and breakfast/ hotel.

**Family Dining Facilities:**

* Each flat and house has its own kitchen facilities that family members are welcome to use.

**Range of Cares Provided:**

* Prospect Court provides a range of care and support including completion of personal care, administration of medication, emotional support, support in the community and to appointments. Prospect Court can offer a therapeutic re-enablement approach for those with Acquired Brain Injury, using our suite of private therapists and implementing GAS Goals that are monitored in-service by our trained staff.

**Service User Involvement:**

* Prospect Court and Independence Homes respects and values the opinions and feedback of all service users. Individuals are invited to attend regular tenants' meetings each month to air their views, what they feel is going well, what needs improving and any other issues or concerns they may have. The company also operates a quarterly service user forum held at Head Office to listen to the views of the clients.
* All individuals are provided with a key worker upon moving in to Prospect Court and have the opportunity to engage in one to one sessions to discuss any successes, concerns or goals that they may have.
* Individuals are encouraged to take an active role in the selection / recruitment process and are asked to put forward questions to potential candidates.
* Individuals are encouraged to have input into their person centred plan and their daily and monthly delivery plan, this is to ensure that the care and support they are receiving is individualised and tailored to meet their needs.

**Rehabilitation Schedules, Social Activities, and Activities of Daily Living:**

* Prospect Court works closely with a wide range of therapists and outside professionals including Neurologists, Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech and Language Therapists and GPs. Individuals are supported to attend these appointments in the community or host therapies in-service. Therapists may also produce guidelines or exercises for staff to work with.
* Activities of daily living are of great importance in order to promote independence. Budgeting skills and domestic skills (including shopping, cookery and laundry) are also included and incorporated in each individual's daily plan with staff support and input as required.
* A wide range of social activities are offered including cinema trips, outings and accessing services in the community.
* Individuals are also encouraged to explore adult education opportunities offered by local colleges, ranging from supported learning courses such as drama, art and cookery to studying more formal subjects such as GCSEs, as appropriate.

**Clothing and Laundry:**

* Staff support and encourage individuals to complete all parts of the task that they are able to do whilst working towards independence in other areas.

**Mealtimes:**

* Staff support and encourage individuals to complete all parts of the task that they are able to do whilst working towards independence in other areas.
* Individuals are able to choose at what time they would like their meals and what they would like to eat.

**Diet and Choice:**

* Prospect Court ensures that all individuals have a choice in what they eat and when. Some have a menu plan to follow due to medical needs, staff ensure that this menu plan is followed. Other people may need some support in healthy eating.

**Bedrooms:**

* 2 bedrooms in each flat and 3 bedrooms in each house. 28 bedrooms in total.
* Individuals are encouraged to personalise their flats and bedrooms.

**Access:**

* The service is fully wheelchair accessible and there are six bedrooms that have hoist tracking fitted in them.
* A lift is available to allow wheelchair users access to the upper floors.

**GP / Medical Cover**:

* Each individual is registered at the local GPs and dentists to allow easy access for appointments and repeat prescriptions for their daily medications. Staff will support with medications and appointments, as needed.

**Staff Training:**

* All staff receive initial 2 weeks' intensive induction training and regular training refreshers throughout their time working for IHL. Training is also completed in the service as needed.
* The Company believes that a planned programme for the training and development of staff is essential to ensure good practice and the provision of a quality service. This is supported by a full introduction to the Company and the training systems.
* Induction training is the initial training given to new members of staff to orientate them to the job and the workplace, to enable them to fulfil their role and to ensure that they are working safely.
* The company believes in ensuring, wherever possible, that all employees are developed throughout their employment both in terms of technical knowledge. All members of staff have a personal development plan in place which support them in their development, this is discussed every 2 months during supervisions.
* Training includes Epilepsy, Acquired Brain Injury, GAS Goals, report writing, communication, medication and side effects, MCA DoLS, MAPA (Management of Actual and Potential Aggression). All training is delivered according to service user need so IH will often carry out new training to meet specific health/social needs such as Diabetes.

**Fire Safety and Evacuation Planning:**

* There is a fire evacuation plan in place. Several staff members are trained Fire Marshalls. All service users are supported out of the building in the event of a fire.
* Fire drills are completed every 3 months and staff check all fire extinguishers weekly to ensure that they are in good condition and safe to use.

**Management Team:**

* Prospect Court is led by an experienced Service Manager, who has worked for the company for 7 years and is a Brain Injury trainer. There is also support from a Deputy Manager who has worked for the company for 6 years and 4 Team Supervisors who have all worked for the company for several years. There is also an Operations Management Team that support the management team at Prospect court.
* Independence Homes has a specialist Medical Team to review the health needs of the service users on a monthly basis. They will regularly visit our services and deliver training, host health workshops for service users, provide input on medication management and liaise with external health professionals. The Medical Team and Operations Management Team are both on-call 24 hours a day, 7 days a week.

**Service User Contact Details:**

* Contact details for service users are stored confidentially and updated, as appropriate.

**Transport:**

* The service is a 10-15 minute walk away from the local train station. There is a bus stop at the end of the road that takes you to Sutton Town where other bus routes can be accessed. Sutton town has a train station that links to the South East and London. Individuals are also supported to use taxis, if they wish to.